



# Heathrow Performance Report

Service Quality Rebate and Bonus - September 2017

Integrated Planning and Performance - Airport Operations

Printed: 18 October 2017

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report September 2017

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.40	4.08	4.29	4.09	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.41	4.19	4.22	4.27	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.31	4.22	4.25	4.23	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.42	4.39	4.40	4.39	
<b>Wi-Fi*</b> Ease of using WiFi	4.25	4.18	4.19	4.19	
<b>Security*</b> Passenger satisfaction	4.26	4.23	4.23	4.19	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.48%	97.29%	97.52%	96.79%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.95%	99.71%	100%	99.93%	
<b>Staff search</b> Based on 15min time periods measured	99.81%	99.95%	100%	95.20%	
<b>Transfer Search</b> Based on 15min time periods measured	97.05%	95.76%	100%	98.68%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	95.80%	95.11%	95.36%	98.05%	95.77%

\* SQRB calculation based on moving annual average (MAA) for these metrics

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.60%	99.54%	99.77%	99.33%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.38%	99.60%	99.70%	99.67%
<b>Stands</b> Availability of stands	99.79%	99.88%	99.89%	99.86%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.98%	100%	99.94%
<b>Jetties</b> Availability of Air-Bridges	99.80%	99.85%	99.97%	99.58%
<b>PCA</b> Availability of Pre-conditioned Air	99.98%	99.99%		99.63%
<b>SEGs</b>	99.97%	99.90%	100%	99.99%
<b>Pier Service*</b> % Pier served passengers	98.43%	95.45%	99.96%	90.63%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.10%	99.55%	99.30%	99.76%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.96%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.62%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	YTD		
	Sep - 2017					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5				
<b>Departure lounge seat availability</b>	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
<b>Wayfinding</b>	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
<b>CSA Queues - Both</b>	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
<b>FEGP</b>	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
<b>Pre-conditioned air</b>	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
<b>Pier Service</b>	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
<b>Control Posts Search</b>					✓	£ -	£ -	0
<b>Aerodrome Congestion</b>					✓	£ -	£ -	0
<b>Total</b>						£ -	£ -	0

	Bonuses:		Sep - 2017				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.40	4.08	4.29	4.09	£ -	£ -	0
	4.20	4.50	4.41	4.19	4.22	4.27	£ -	£ -	0
	4.20	4.50	4.31	4.22	4.25	4.23	£ 33,580	£ 386,168	9
	4.40	4.70	4.42	4.39	4.40	4.39	£ -	£ -	0
<b>Total</b>							£ 33,580	£ 386,168	9

**Bonus:** All business units must exceed Lower Threshold.  
Lowest Score will be used to calculate bonus term each month for qualifying measures  
Financial year is from January 2017 - December 2017

### Credit Notes:

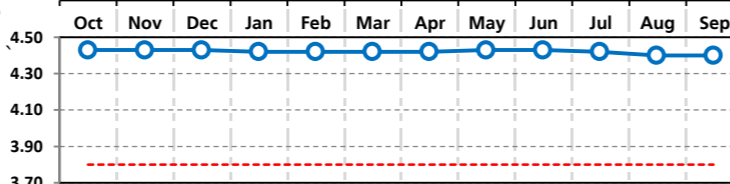
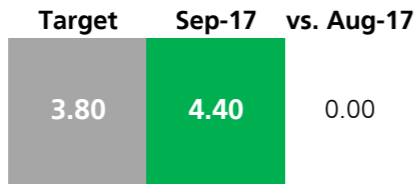
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report September 2017

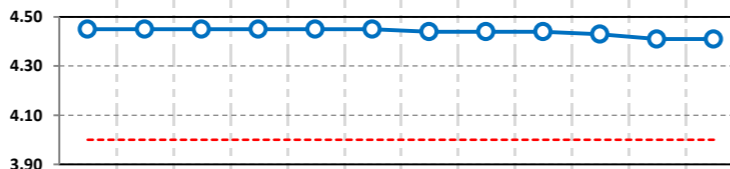
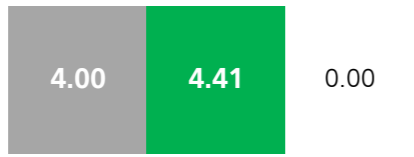
## Passenger Experience and Service Level Performance

\* SQRB calculation based on moving annual average (MAA) for these metrics

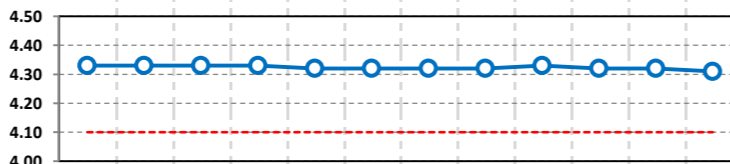
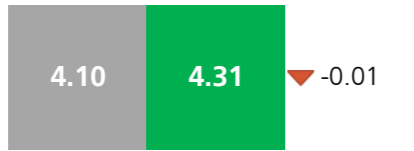
**Departure lounge seat availability\***  
Ease of finding a seat



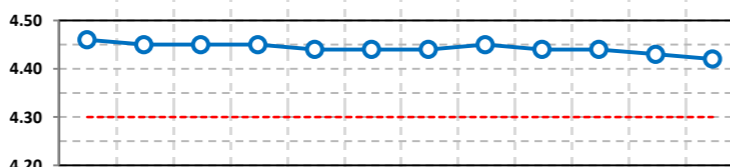
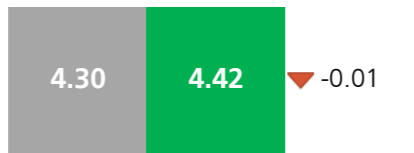
**Cleanliness\***  
Overall cleanliness of the terminal



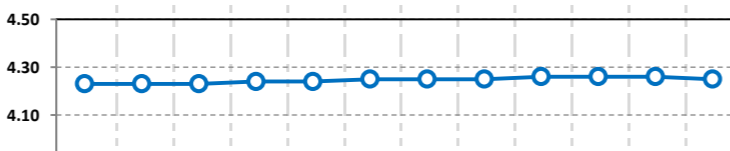
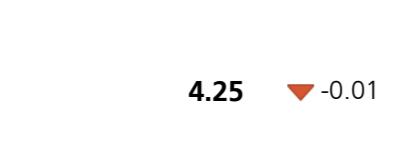
**Wayfinding\***  
Ease of finding your way around the airport



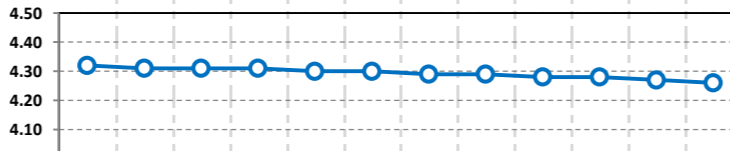
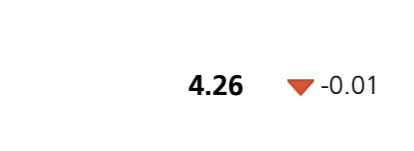
**Flight information\***  
Accuracy and ease of finding flight information



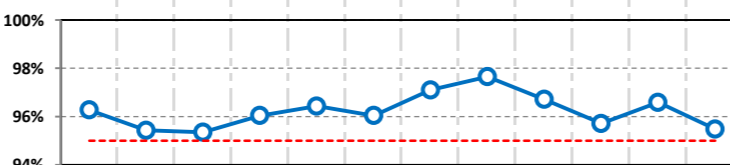
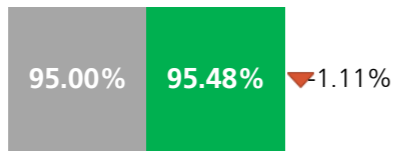
**Wi-Fi\***  
Ease of using WiFi



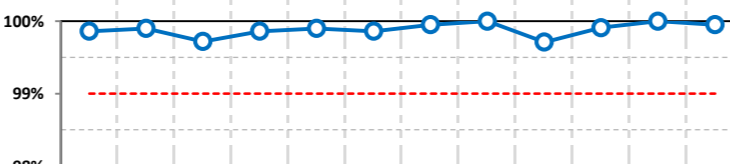
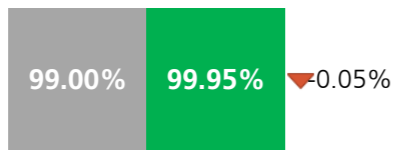
**Security\***  
Passenger satisfaction



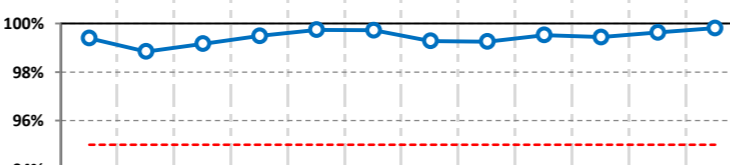
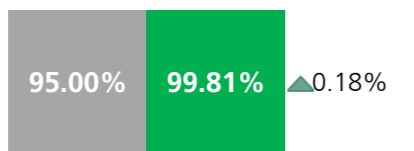
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



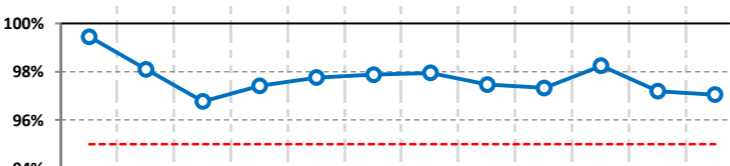
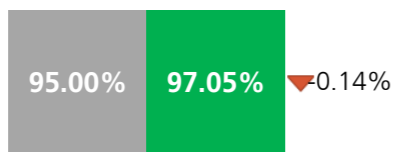
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



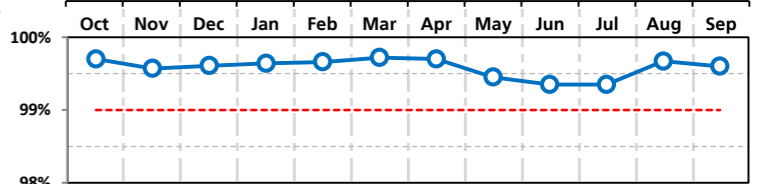
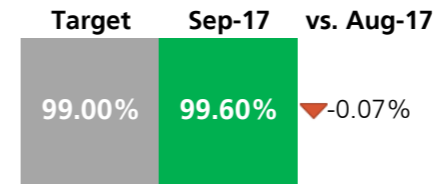
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

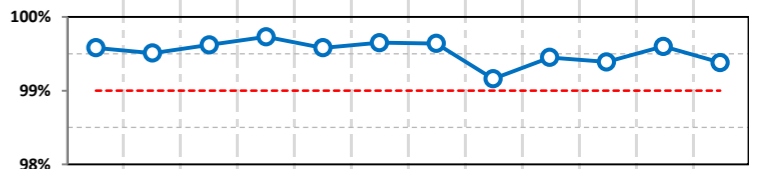
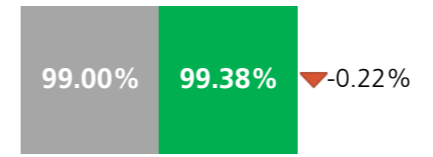
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



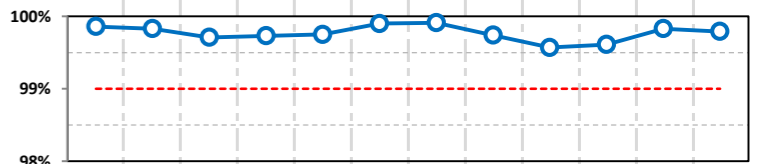
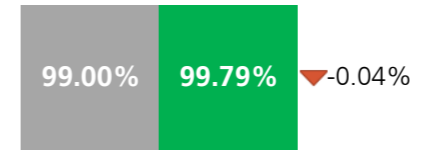
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



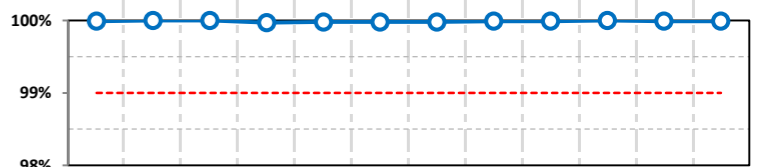
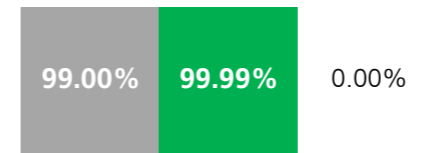
**Stands**

Availability of stands



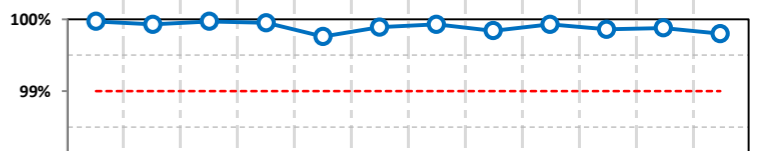
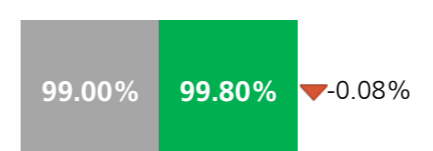
**FEGP**

Availability Fixed Electrical Ground Power



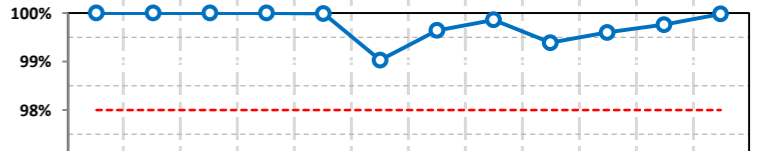
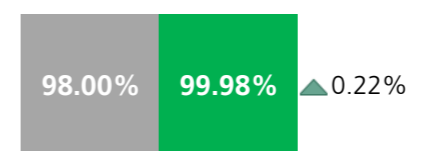
**Jetties**

Availability of Air-Bridges



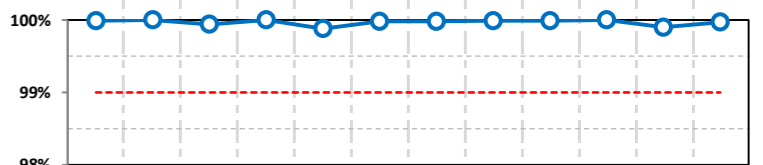
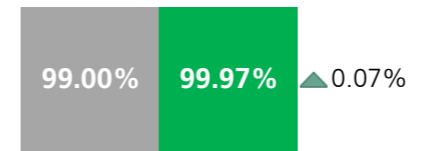
**PCA**

Availability of Pre-Conditioned Air



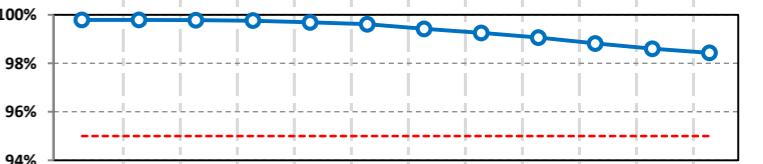
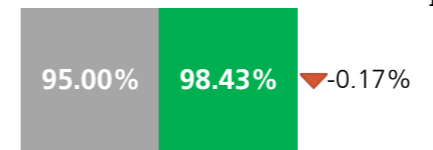
**SEGS**

Availability of Stand entry guidance



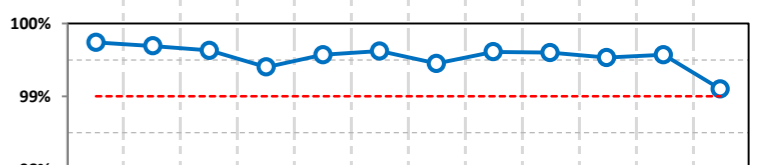
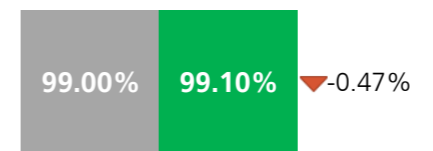
**Pier Service\***

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

Passenger experience rating threshold 0 to 5, with 5 the highest score.



# Terminal 2 Performance Report September 2017

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Sep - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.40	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.41	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ 33,580	£ 386,168	9
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0
					£ 33,580	£ 386,168	9

### Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

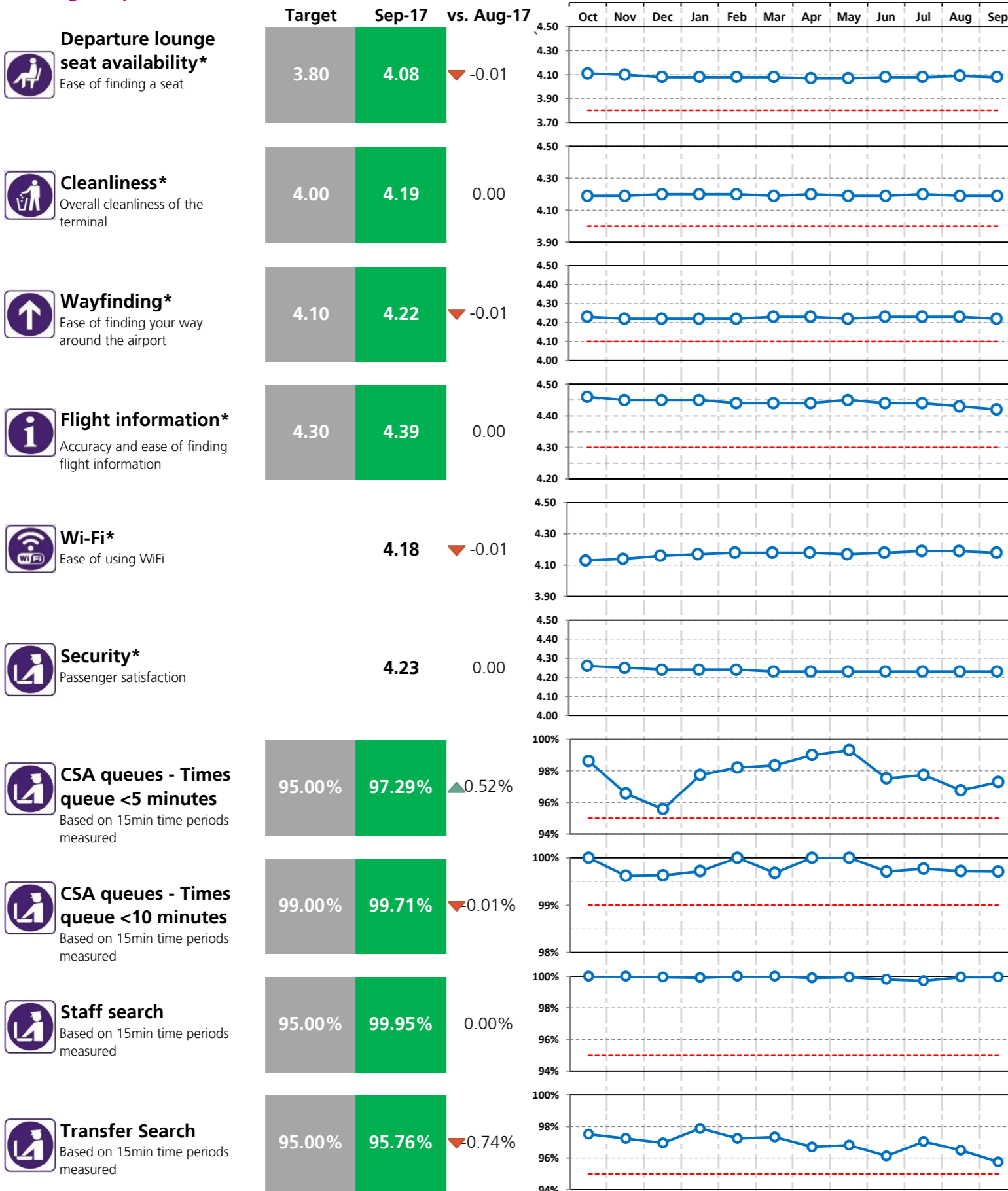
**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

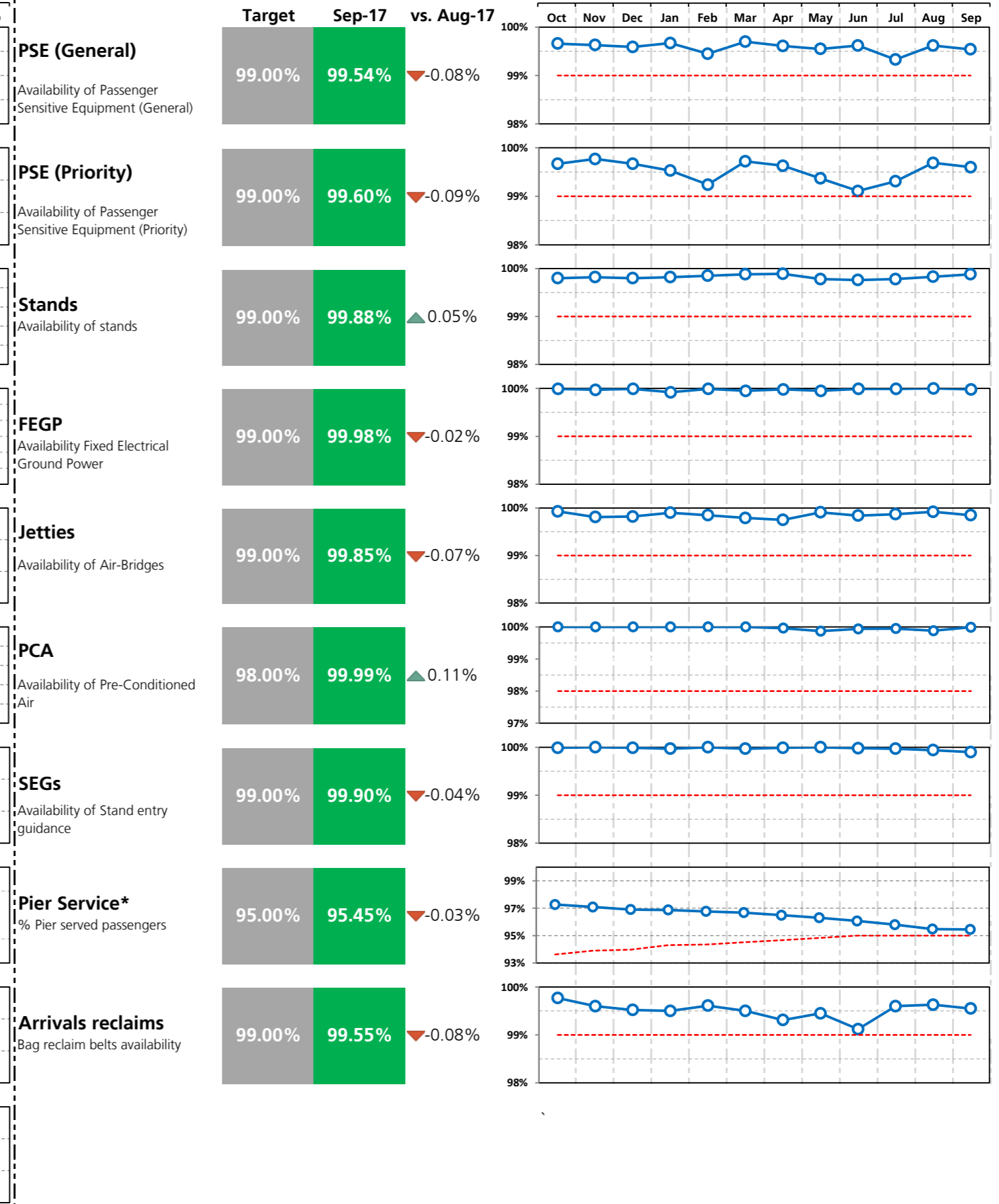
# Terminal 3 Performance Report September 2017

## Passenger Experience and Service Level Performance



\* SQRB calculation based on moving annual average (MAA) for these metrics

## Service Level Performance



**Notes:**  
Passenger experience rating threshold 0 to 5, with 5 the highest score.

## Rebates:

	Sep - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2017		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.08	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.19	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.22	£ 33,580	£ 386,168	9	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 33,580	£ 386,168	9	

## Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

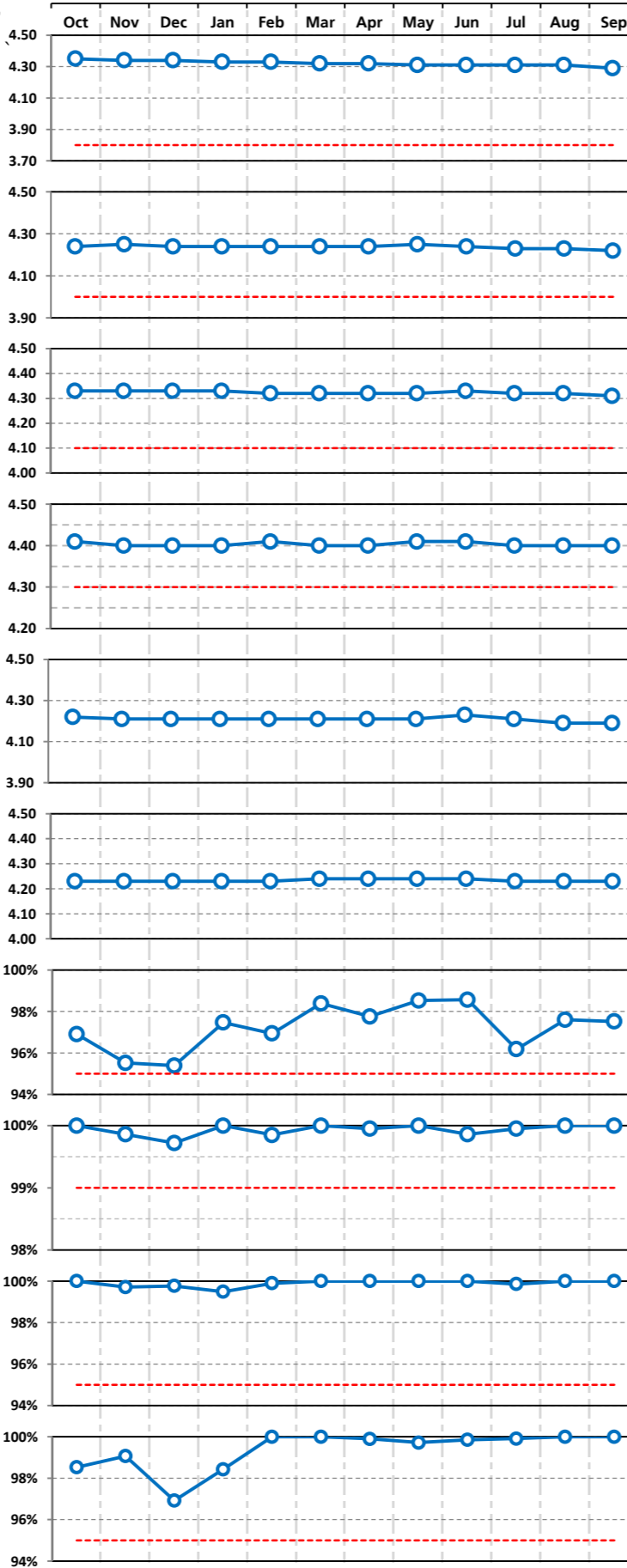
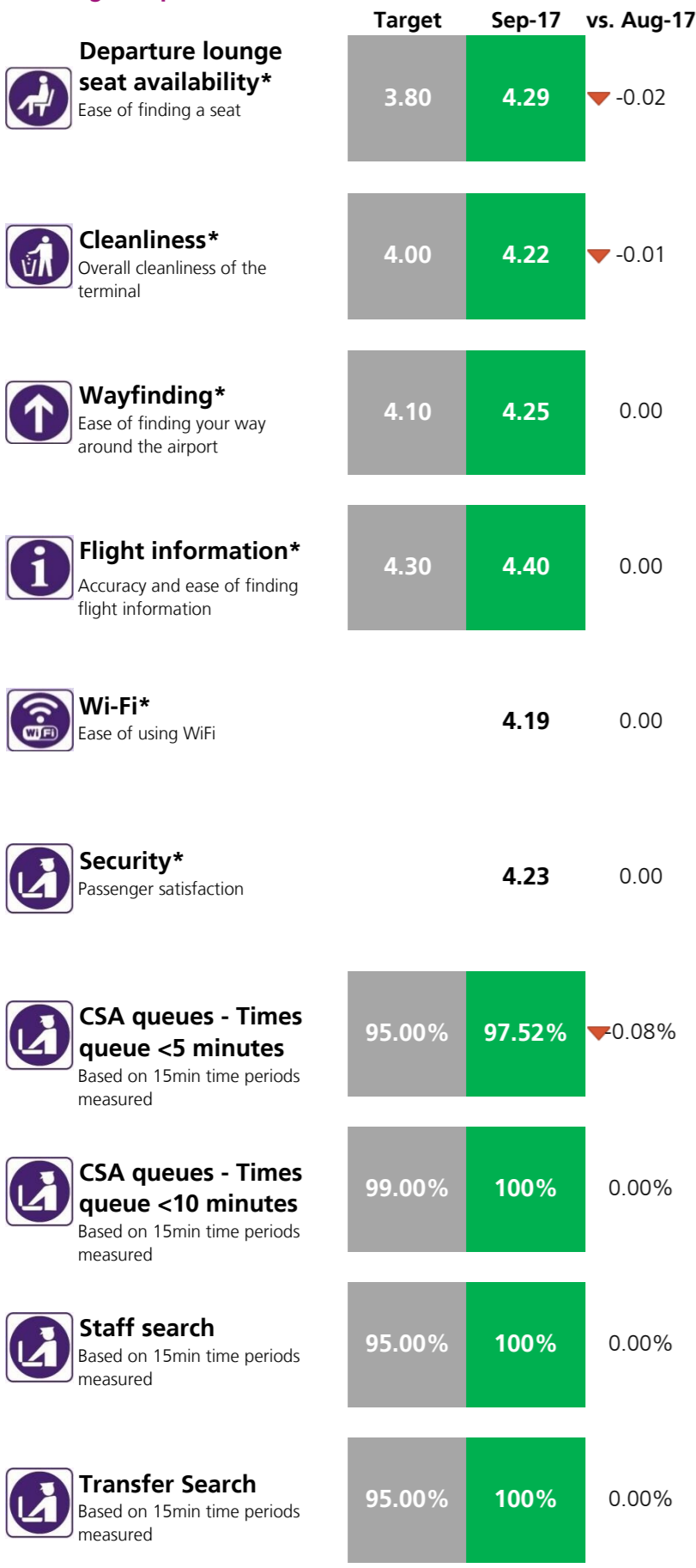
**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

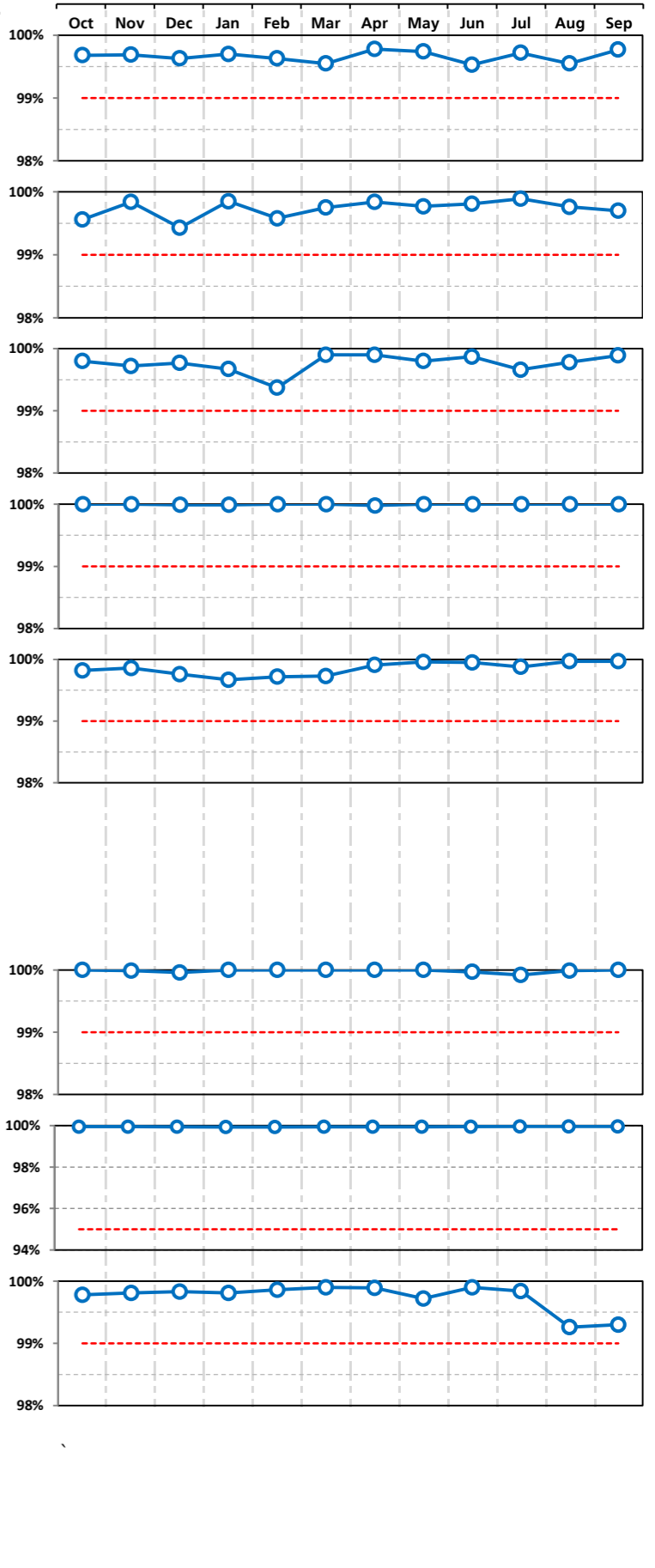
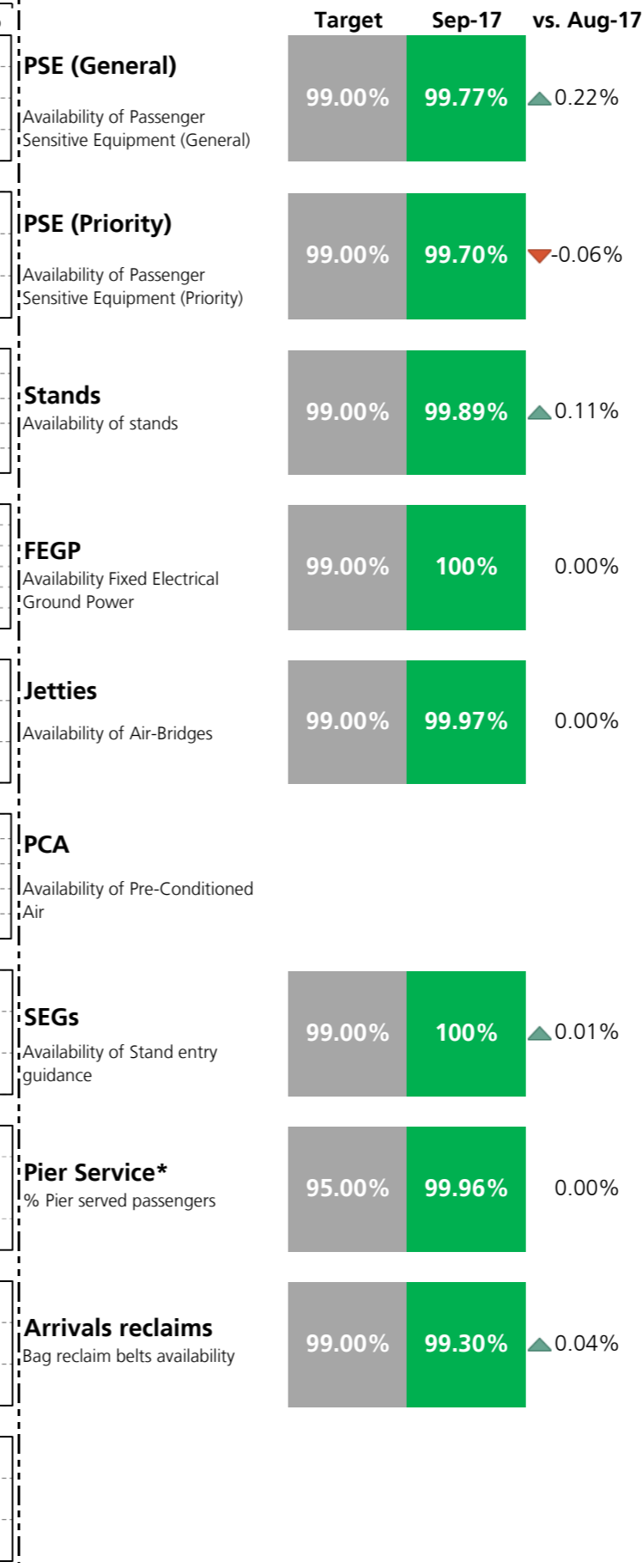
All bonus measures are based on MAA

# Terminal 4 Performance Report September 2017

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**  
Passenger experience rating threshold 0 to 5, with 5 the highest score.

# Terminal 4 Performance Report September 2017

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>				
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Sep - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.29	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.22	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 33,580	£ 386,168	9
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0
					£ 33,580	£ 386,168	9

### Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

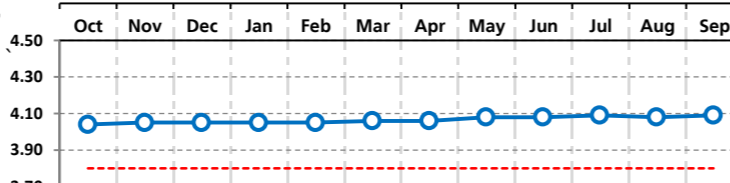
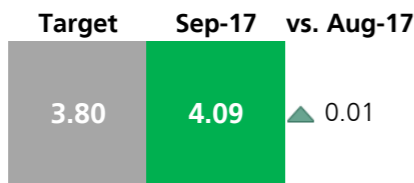
All bonus measures are based on MAA



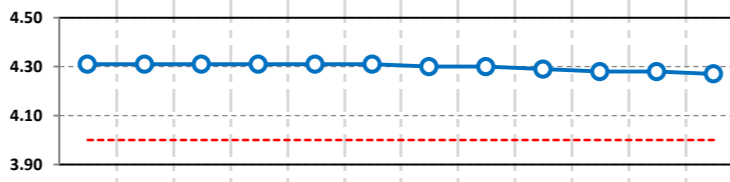
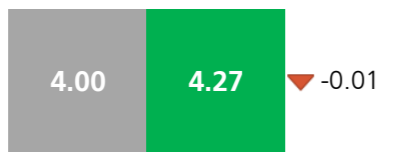
# Terminal 5 Performance Report September 2017

## Passenger Experience and Service Level Performance

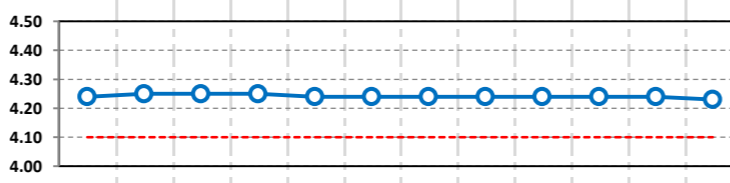
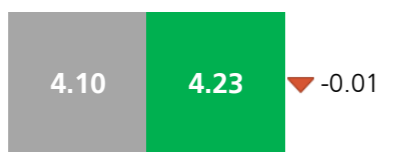
**Departure lounge seat availability\***  
Ease of finding a seat



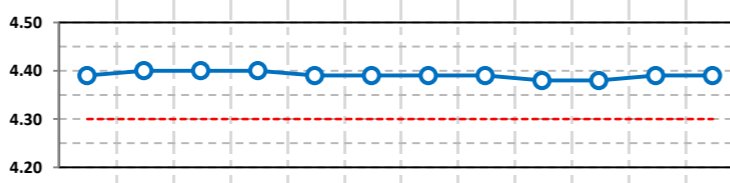
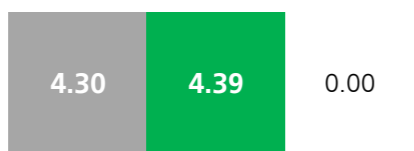
**Cleanliness\***  
Overall cleanliness of the terminal



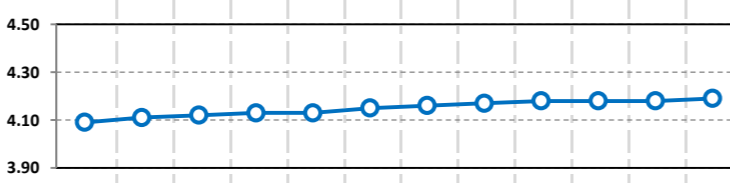
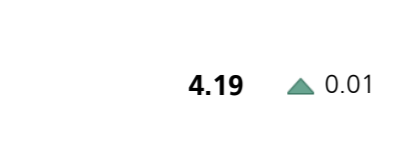
**Wayfinding\***  
Ease of finding your way around the airport



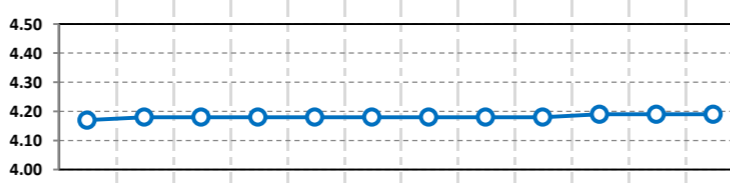
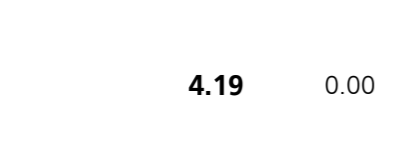
**Flight information\***  
Accuracy and ease of finding flight information



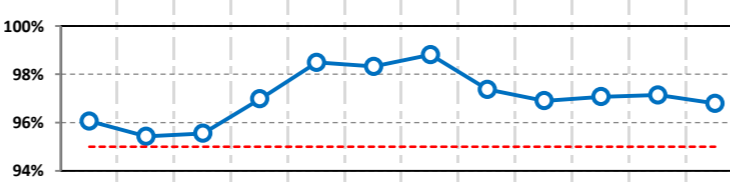
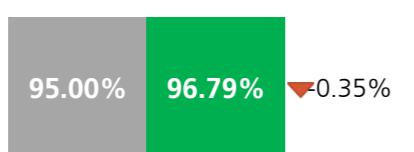
**Wi-Fi\***  
Ease of using WiFi



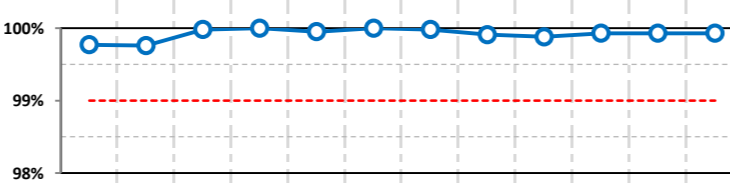
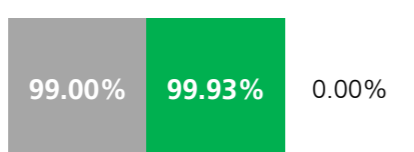
**Security\***  
Passenger satisfaction



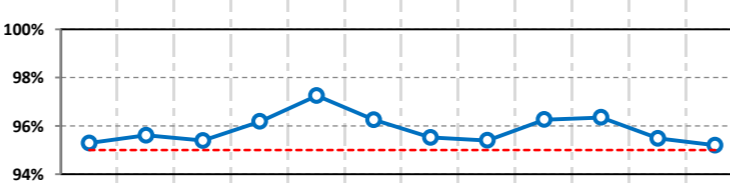
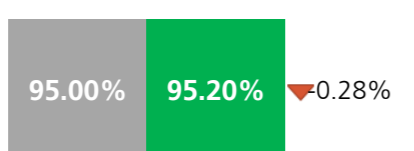
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



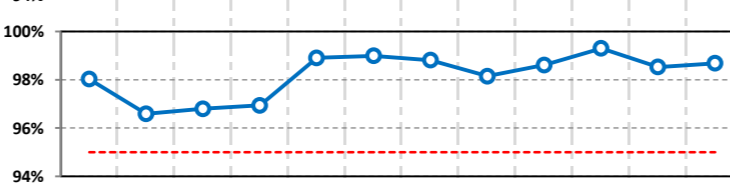
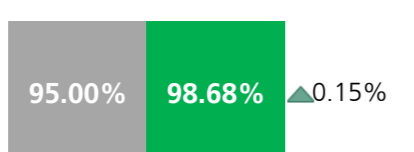
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



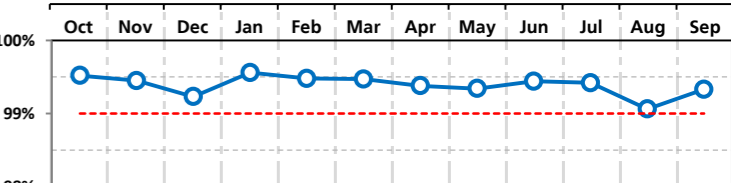
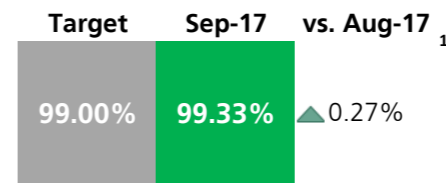
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

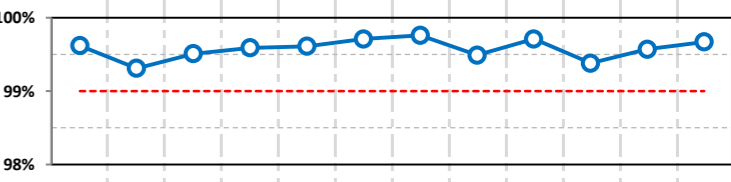
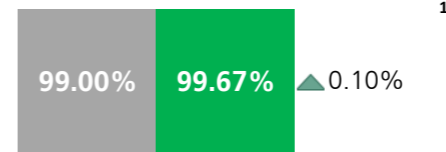
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



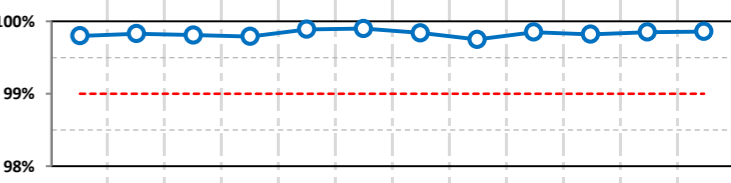
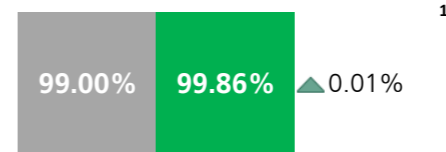
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



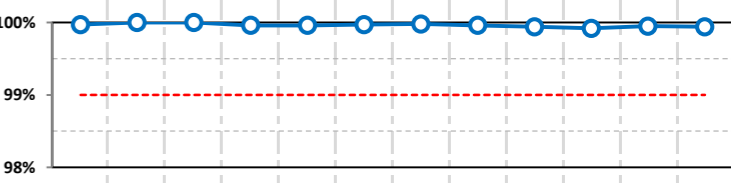
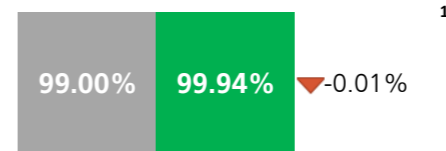
**Stands**

Availability of stands



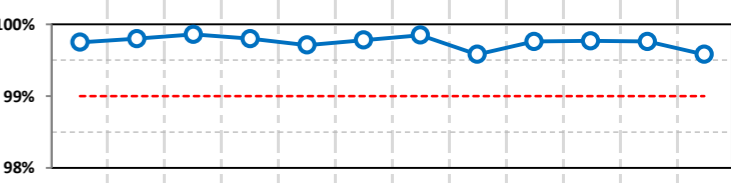
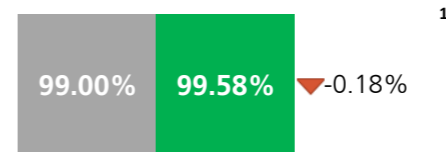
**FEGP**

Availability Fixed Electrical Ground Power



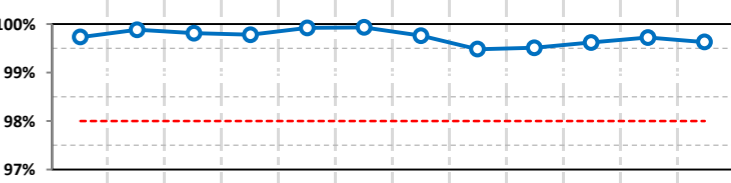
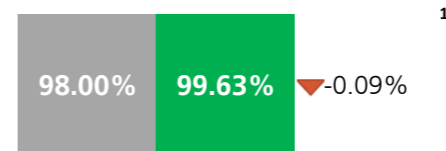
**Jetties**

Availability of Air-Bridges



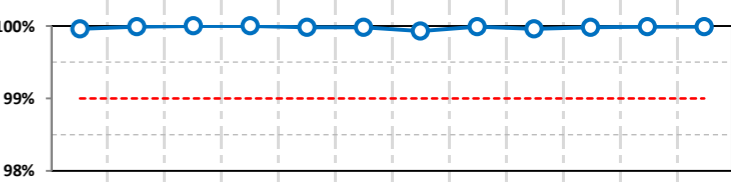
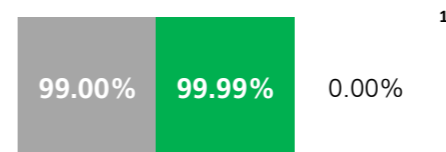
**PCA**

Availability of Pre-Conditioned Air



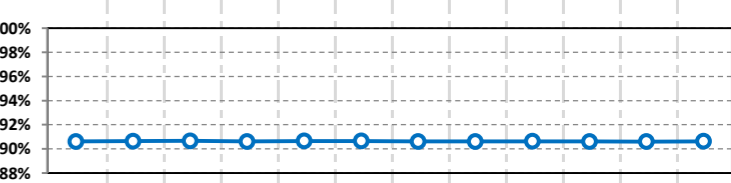
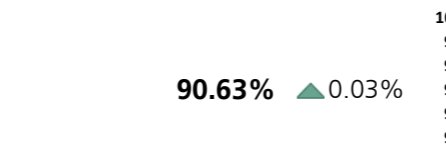
**SEGS**

Availability of Stand entry guidance



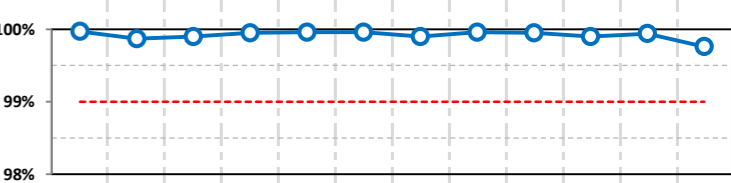
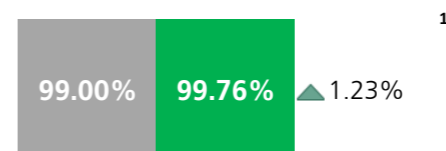
**Pier Service\***

% Pier served passengers



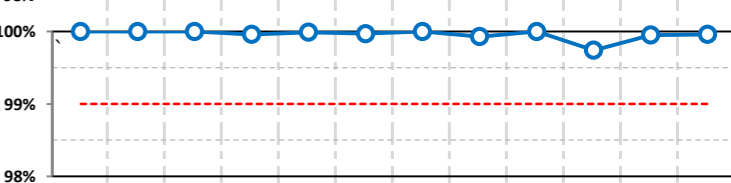
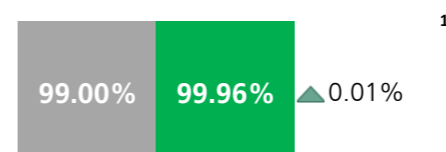
**Arrivals reclaims**

Bag reclaim belts availability



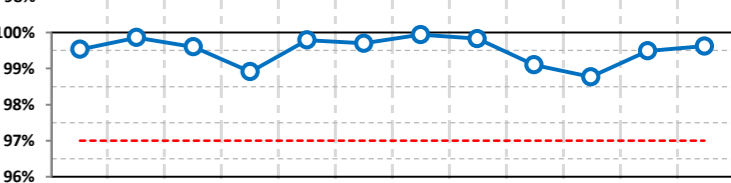
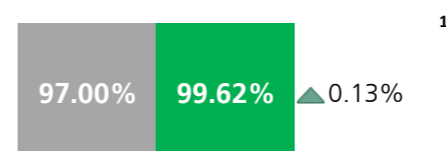
**TTS - One car**

Track Transit System - one car availability



**TTS - Two cars**

Track Transit System - % time two cars available



**Notes:**  
Passenger experience rating threshold 0 to 5, with 5 the highest score.

# Terminal 5 Performance Report September 2017

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2017		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.09	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.23	£ 33,580	£ 386,168	9	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 33,580	£ 386,168	9	

### Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

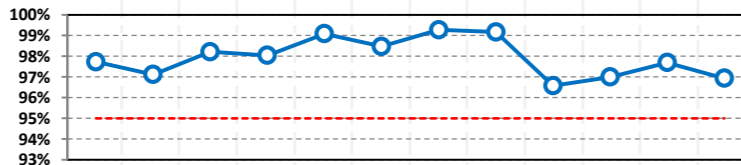
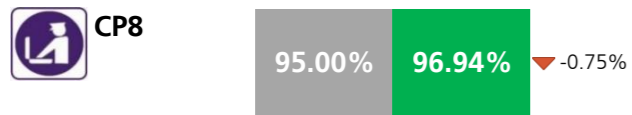
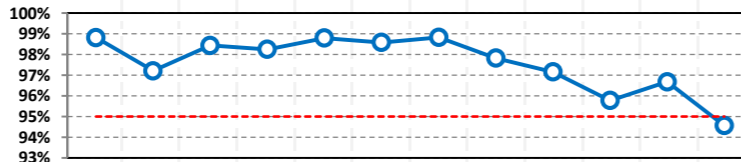
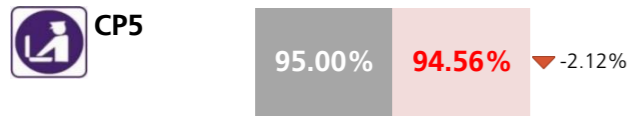
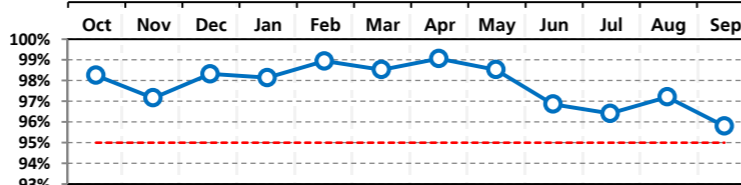
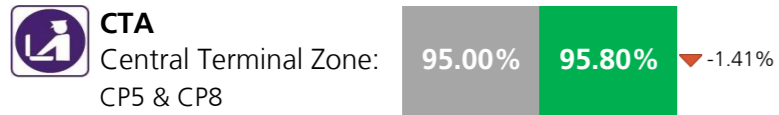
All bonus measures are based on MAA

# Campus Performance Report September 2017

## Financial Report - Bonus and Rebates

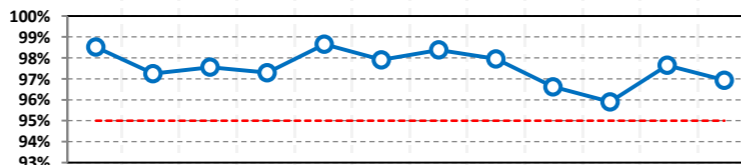
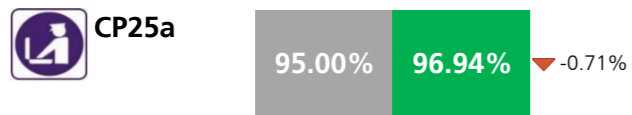
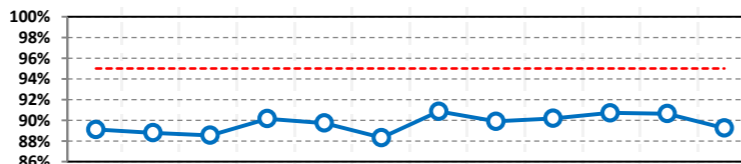
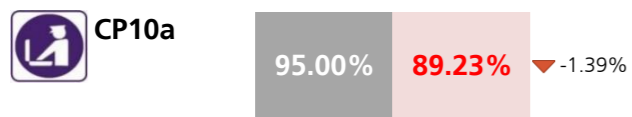
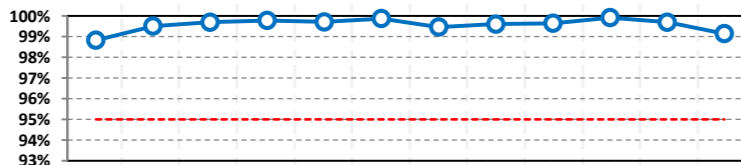
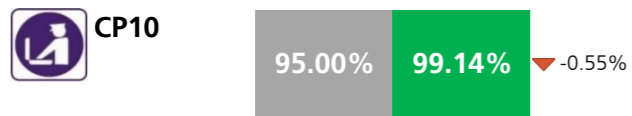
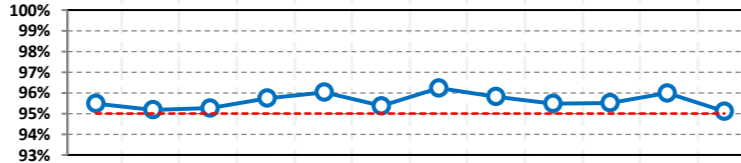
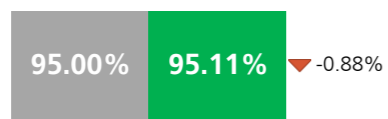
### Service Level Performance

#### Control Post Security Search



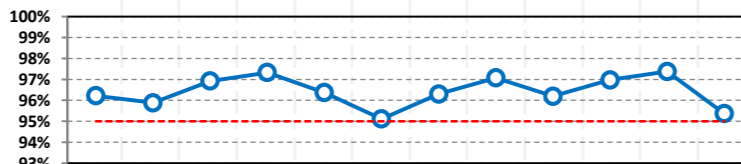
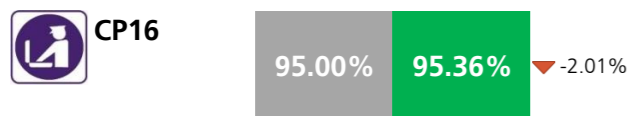
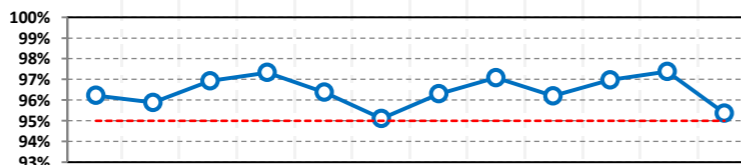
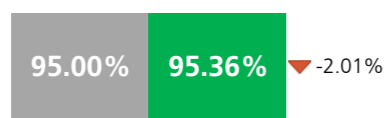
#### Cargo

Cargo Zone:  
CP10, CP10a & CP25a

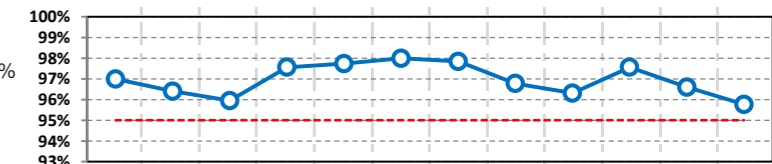
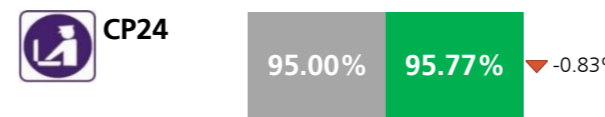
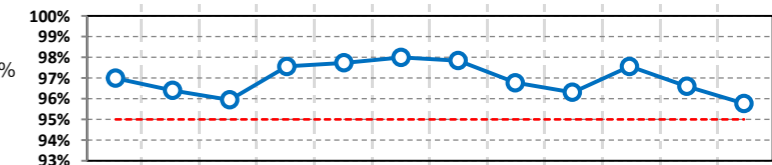
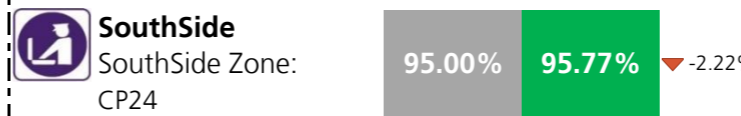
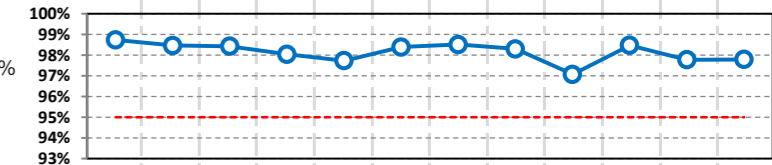
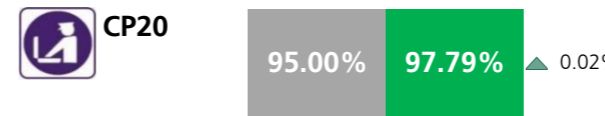
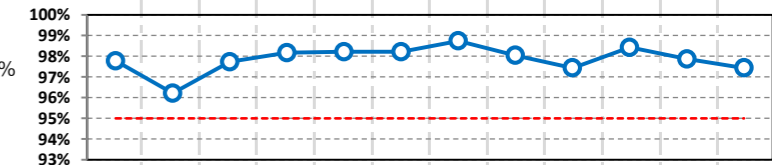
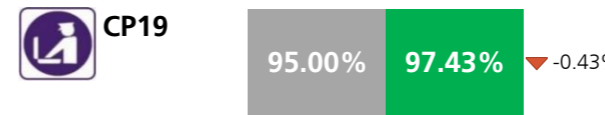
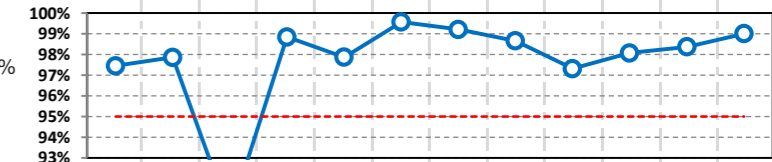
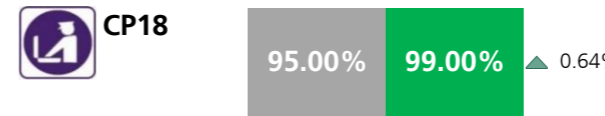
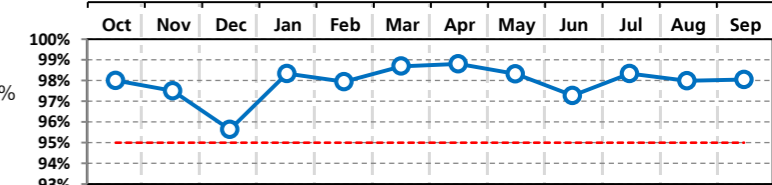
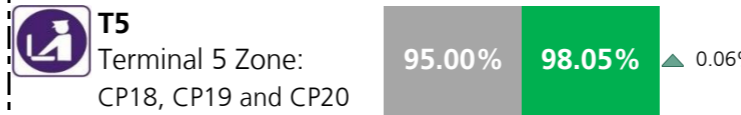


#### EastSide

EastSide Zone:  
CP16



### Service Level Performance



### Financial Report

#### Rebates:

	Sep - 2017		Year-To-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
T2	✓	£ -	£ -	0
T3	✓	£ -	£ -	0
T4	✓	£ -	£ -	0
T5	✓	£ -	£ -	0
		£ -	£ -	0

#### Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

# Heathrow

*Making every journey better*